

Charlotte 2-1-1

Report for February 2015

IRIS call records created 02/01/15 through 02/28/15

Total Records 761

Top 10 Call Topic Groups:

1. Housing/Rental/Mortgage (110)/Deposit Assist/Emg Shelter/(62)Foreclosure(1)	173
2. Care/Treatment/Medical Equip/ General Health /Dental/Medical Ins.	105
3. Senior Services/Daycare/Aging Issues/Facilities	101
4. Children & Families (55) Child Care/Safety/Support/Clothing/Parenting (13)	71
5. Electric (55) Water (7) /Gas/Telephone/Utility Deposit Assistance (3)	65
6. Helpline # other community	63
7. Food Pantries/Food Stamps/HDM/ Meals Share/Food/WIC	50
8. Transportation – Medical/Misc./Public/SV/TD	34
9. Legal Assistance/Referrals/Court/Consumer Comp/Protect/Advocacy	29
10. Employment/Unemployment	25

Other Call Topics of Interest:

• Mental Health Resources	23
• Police/Sheriff /FHP-Non-emergency/emergency	16
• Veteran Services/ /Disabled /Homeless Vet	15
• Domestic Violence (3)/Neglect/Abuse/Sexual Assault	15
• Substance Abuse	9

Special Report is available upon request

Virginia B Andes Volunteer Community Clinic referrals for February 2015:	36
Health Department referrals for February 2015:	32

Community Unmet Needs Total: 49

- Benefits /welfare / cash assistance 4 (medical co pay, (2) needed car insurance payments)
- Bus/Gas Vouchers 1(to a place of employment)
- Dental Services 5 (referred outside of county)
- Electric bill/ utility assistance 3(family/utilized all resources)
- Emergency Shelter 25 (on waiting list)
- Home Repairs Modifications 1 (elderly on fixed income in need of AC repair/requested services unavailable)
- Housing Authority programs/HUD 1 (section 8 closed)
- Housing/Rental Deposit Assist 3 (deposits/ utilized all resources)
- Job Search/Unemployed 2 (utilized all resources)
- Medical Equipment / Supplies 1 (batteries for scooter/ utilized all resources)
- Medical Transportation 1 (immediate ride to doctor)
- Prescription cost assistance 1 (utilized all resources)
- Rental Mortgage Assistance 1 (eviction notice)